

## Email

### Useful Language

#### Subject & Opening

##### SUBJECT LINES:

RE: [TOPIC]

REQUEST FOR INFORMATION ABOUT...

FOLLOW-UP: [MEETING/DISCUSSION]

#### Greetings:

DEAR [NAME],

HI [NAME], (INFORMAL)

#### Main Message

##### MAKING REQUESTS:

COULD YOU PLEASE...

WOULD IT BE POSSIBLE TO...

##### CLARIFYING:

JUST TO CLARIFY...

TO BE MORE SPECIFIC...

#### Closing

##### FORMAL:

BEST REGARDS, KIND REGARDS

THANK YOU, SINCERELY

##### INFORMAL:

THANKS, CHEERS

ALL THE BEST, TAKE CARE

### Criteria

**TONE:** SEMI-FORMAL TO INFORMAL DEPENDING ON RECIPIENT AND CONTEXT.

**STYLE:** CONCISE, CLEAR, AND DIRECT. USE SHORT PARAGRAPHS.

**COHERENCE:** WELL-ORGANIZED WITH A CLEAR SUBJECT LINE AND LOGICAL STRUCTURE.

**ACCURACY:** GOOD GRAMMAR AND SPELLING, BUT MORE FLEXIBLE THAN FORMAL LETTERS.

### Structure

#### Subject line & Greeting

- CLEAR, SPECIFIC SUBJECT LINE
- APPROPRIATE GREETING
- STATE PURPOSE IN FIRST LINE

#### Paragraphs 2-3

- KEEP IT CONCISE AND CLEAR
- USE SHORT PARAGRAPHS
- BULLET POINTS FOR LISTS
- ONE MAIN TOPIC PER EMAIL

#### Ending

- ACTION POINT IF NEEDED
- POLITE CLOSING
- YOUR NAME